



Welcome
to the

city of
norwalk



Resident Checklist

Sign up for Utilities

- ☐ Electric & Gas - MidAmerican Energy: 888-427-5632
- ☐ Water, Sewer & Garbage - City Hall: 515-981-0228 or sign up online at norwalk.iowa.gov and click "Utility Bill"
- ☐ Internet/TV/Phone - CenturyLink: 855-464-8290; Mediacom: 800-790-8187

Sign-up for alerts!
Text "Norwalk Alerts"
to 468311 or go to
norwalk.iowa.gov and
click on the "Alert
Sign-up" icon on the
homepage!

Change Mailing Address

Post Office - 1105 W High Road,
usps.com

Warren County Administration Building

- ☐ Update Driver's License
Register Motor Vehicles; if you're from another county, by updating your license your registration will automatically transfer. It is not required to change your license plates, but you can do so for \$5
Register to Vote
Find polling place by visiting warrencountya.org/auditor or sos.iowa.gov

Check Property Taxes

Warren County Treasurer: 515-961-1110
Independent Taxing Authorities:
School, City, County, State, Other
(call for details)

Parks and Recreation

- ☐ Register for recreation programs
- ☐ Visit norwalkparks.org for details about the City's wide variety of parks, Norwalk Aquatic Center, McAninch Sports Complex and the Outdoor Ice Rink



Norwalk Easter Public Library

- ☐ Get a free library card
- ☐ Visit the library- 1051 North Avenue;
norwalklibrary.org



License your pets

- ☐ \$10 per dog if spayed or neutered; \$20 per dog if not spayed or neutered
- ☐ Register your pets online through Xpress Bill Pay or by visiting City Hall, 705 North Avenue. Be sure to ask about our Dog Park.

Norwalk Community School District

- ☐ Enroll your children at 380 Wright Road or online at www.norwalkschools.org

www.norwalk.iowa.gov



@norwalkiowa



@NorwalkCH



@norwalkiacityhall



City of Norwalk, Iowa

Important Contact Information

Visit www.norwalk.iowa.gov 24 hours a day for City of Norwalk information

Norwalk City Hall

- 8:00 a.m. - 4:30 p.m. Monday - Friday
- 705 North Avenue
- General Information: 515-981-0228
- Utility Billing: ext 2231
- City Clerk: ext. 2230
- City Manager: 515-493-9971
- Community Development: 515-981-9530

Norwalk Easter Public Library

- 1051 North Avenue
- 515-981-0217
- norwalklibrary.org

Norwalk Economic Development/ Parks & Recreation

- 1104 Sunset Drive
- Econ. Dev: 515-981-3606
- Parks & Recreation: 515-981-9206;
norwalkparks.org

Norwalk Public Safety Building

- 1100 Chatham Avenue
- Emergencies: 911
- Non-Emergencies: 515-222-3321
- Norwalk Fire Department: 515-981-4316
- Norwalk Police Department: 515-981-0666

Norwalk Public Works Building

- 2626 North Avenue
- Streets, sewer, water & animal control: 515-981-9527
- Emergency (sewer backups & water main breaks after hours): 515-222-3321



Norwalk Chamber of Commerce

- 1043 Sunset Drive Suite 3
- 515-981-0619
- norwalkchamber.org

Norwalk Community School District

- 380 Wright Road
- 515-981-0676
- norwalkschools.org

Norwalk Post Office

- 1105 W High Road
- 515-981-5871

Warren County Administration Building

- 301 North Buxton Street, Indianola
- Assessor: 515-961-1010
- Auditor: 515-961-1020
- Emergency Management: 515-961-1108
- Recorder: 515-961-1089
- Sheriff: 515-961-1122
- Treasurer: 515-961-1110
- warrencountyia.org

Iowa One Call

- Check Before You Dig: 811
- iowaonecall.com



Important City Information

Consistently ranked as one of Iowa's safest cities!

Codes and Regulations

Snow Removal: Property owners are expected to remove snow, ice and accumulations from sidewalks within 24 hours after the end of a weather event. Those in violation are subject to the cost of City-hired labor.

Snow Emergency Parking Ban: If snow accumulation is forecasted, the City's snow ordinance and parking ban may go into effect. It will be announced on social media and through the City Alert System. Street parking is not permitted during the ban. Those in violation are subject to a \$35 fine and/or towing.

Lawn and Weed Maintenance: Lawns and weeds should not be allowed to grow more than 8 inches on developed property and 18 inches on undeveloped property, according to the City's code. Violations are subject to the cost of City-hired labor.

Fire Pits: The City allows residents to maintain a fire with untreated wood for recreational, religious, ceremonial, cooking, warmth or similar purposes. Burning rubbish/refuse which includes yard waste, tires, garbage or plastics is prohibited and subject to a fine.

Garbage & Recycling

Curbside solid waste and recycling pick up:

Garbage is weekly and recycling is every other week. Your collection day is Tuesday if you live West of HWY 28/Sunset Drive, and Wednesday if you live East of HWY 28/Sunset Drive. Service begins when water service is requested. If you are moving into a newly constructed home, your containers will be delivered to you within 7 - 10 business days. If you are moving into an existing home, the containers should be left for you by the previous homeowner. Call 515-981-0228 with questions.

If you have more than will fit into the receptacle you may bag it, purchase proper stickers for it and place it alongside the receptacle. There are special requirements for appliances, furniture and other bulky items.

Spring Clean-Up Week is held every spring for free, curbside disposal of large items. There is a drop-off event at Public Works for batteries, oil, appliances, e-waste and tires as well. The City also offers paper shredding service, free mulch and compost to residents.

Curbside yard waste pick-up occurs weekly, West of HWY 28 is on Tuesday, East of HWY 28 is on Wednesday, beginning at 7 am from April through November.



Irrigation Meters

Residents must fill out an application and pay a \$35 permit fee with the Community Development Department at City Hall. For more information visit norwalk.iowa.gov/government/departments/utility_services and click on the Irrigation Meters page.

Building Permits

Building permits are needed for new construction, renovations, fences, sheds, pools, etc. Please visit the Community Development page on our website for the complete list of permits and applications. Or visit their office at City Hall.

Complaint or Nuisance

To report a complaint or nuisance visit norwalk.iowa.gov/i_want_to/report and click either complaint or nuisance.

Residents can also report problems with City streets by filling out the form at norwalk.iowa.gov/i_want_to/report/street_issue which will help Public Works address non-emergency complaints and concerns such as potholes. For Public Works emergencies such as sewer backups or water main breaks on weekends and after 3:30 pm on weekdays, call 515.222.3321.

Elected Officials & Volunteer Boards

A successful community includes an active and involved community of residents. There are several opportunities to contribute in the community. You can also apply to serve on a Board or Commission. Visit our website to learn more! The Norwalk City Council is comprised of five members, and led by Mayor Tom Phillips. Meetings are held the first and third Thursday of each month at 6 p.m. at Norwalk City Hall.



Smart911 is a free service that can save time in emergency responses. Users enter information such as medical conditions and medications, address details, and photos of yourself, your children or elderly family members. These details are shared with emergency personnel in the instance 911 is called, giving them a head start on their work. To sign up, visit smart911.com.